

# HARP Medication Management Service –Information for clients

## Summary Points to Remember

- The HARP Medication Management Service helps people who are at risk of medicine related problems
- A pharmacist visits you at home, tells you about your medicines and answers your questions
- We can suggest ways to make taking your medicines easier and help you get the best possible results from your medicines

## How can this service help you?

Our bodies change as we get older. Some changes increase our risk of medicines related problems. Taking many medicines can be confusing.

The HARP Medication Management Service helps people who are at risk of medicines related problems.

Our team is made up of pharmacists and care coordinators.

A pharmacist can visit your home to talk about your medicines and

- Tell you about your medicines and answer questions
- Teach you how to manage your medications
- Help to avoid side effects
- Suggest ways to make taking your medicines easier
- Help you get the best possible results from your medicines
- Send information about your medicines to all of your doctors

## What happens when the pharmacist visits me?

A pharmacist from The Royal Melbourne Hospital visits you at home. Your family and carers can be there if you wish.

Visiting you at home allows you

- To ask us questions about your medicines
- To learn ways to make taking your medicines easier
- To talk to us about any worries you may have about your medicines

When we visit we will ask you to:

- Show us all your medicines
- Show us how you use your medicines

After the visit the pharmacist will send a letter to your local doctor and local pharmacist. The letter will tell them about the home visit and make suggestions for your ongoing care. We may contact others involved in your care such as specialist doctors and community service providers.

## Other services that can help you

The service is part of a larger program called HARP Complex Care. It is provided by The Royal Melbourne Hospital, cohealth, Merri Community Health Services and Bolton Clarke, working together.

If you have other medical and support needs, we can tell you about services that can help you. If you agree, we can arrange services for you. A care coordinator may contact you or be at the home visit to help with other needs.

To do this, we may need to share information about you with other services. We will tell you about the information we need to share and how it will be used. We will only share your information if you agree. You can put limits on the information we share and who we share it with.

## Who can use this service?

This service is available to people who

- Have a chronic disease or complex medical conditions
- May be at risk of medicines related problems
- Have had one unplanned admission to hospital in the past year
- Live in the City of Melbourne, Moonee Valley or Moreland
- Would benefit from care coordination

## Contact

The Outreach Pharmacists at  
The Royal Melbourne Hospital

**9342 7907**

<https://www.thermh.org.au/health-professionals/clinical-services/community-services/harp-complex-care>

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## Practitioner / Patient notes



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